

CARRIER CLAIMS MANAGEMENT



Your complaints management in good hands



Usually everything goes according to plan - the customer receives their order as expected and undamaged

BUT



However, complaints still are made and the customer contacts your Customer Service in anger.

AND NOW? – This is exactly where FIEGE Carrier Claims Management comes into play



Order is **not delivered** by the carrier



Returned goods have **not arrived**



Parcel arrives **damaged**

Your Customer Service hands over the complaints to FIEGE



FIEGE takes over system-supported investigation - multilingual & international

Order / return is recovered by us



Order / return does not reappear



Package damaged by carrier



Reimbursement by carrier